

Job Description ICT Service Technician

The Futures Trust are committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

Responsible to	ICT Network Manager and ICT Service Team Leader
Grade	4 (£22,214 - £25,697 per annum)
Hours	Full Time 37 hours per week all year round
Location	Predominantly supporting President Kennedy School and Primary Schools within the Trust with a requirement to travel to undertake work at other schools if required

Job Purpose

To work with the ICT Service Team Leader and relevant colleagues to deliver a professional ICT service that adds value and facilitates the achievement of educational outcomes and offers high quality, professional project management to develop the service.

To manage, maintain, support and develop the ICT infrastructure to ensure its effective and efficient operation in conjunction with external companies.

Duties and responsibilities

Strategic

- Ensure that Trust ICT KPIs are met so that educational outcomes are achieved.
- Ensure internal and external SLA targets are met and appropriate qualitative standards achieved.
- Develop and implement robust processes to ensure that a high quality service is provided to the local cluster schools.
- Work in line with the Trust core values of Learners First, It's About Learning, No Barriers.
- Work in accordance with ITIL good practices.
- Participate in and support capacity planning and the development of long-term strategic goals for systems and software in conjunction with key stakeholders.
- Participate in the design and implementation of infrastructure to meet the requirements of the schools in the local cluster.
- Work with ICT colleagues in designing and implementing the backup, virus protection, security procedures and contingency plans, with reference to protecting hardware, data and confidential information.
- Assist ICT colleagues in identifying software, hardware and working practices required to fulfil functional specifications as defined by staff and in planning for major developments of the ICT service.
- Maintain an overall view of the capacity and capabilities of the infrastructure at the school and contribute to continuous improvement to meet future needs.
- Assist the ICT Network Manager and ICT colleagues in estimating future budget requirements.

Operational

- Provide end-user services, including help desk and technical support services.
- Provide 2nd line support on core ICT infrastructure components and software applications.
- Integrate and maintain multiple client platforms.

- Support the development and maintenance of the VLEs used by the schools within the local cluster.
- Identify failing systems and suggest solutions.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Maintain satisfactory standards of safety and security in relation to ICT suites, Performing Arts locations and ICT/Performing Arts resources.
- Support staff and students with the use of ICT and Performing Arts, including in-class support where appropriate, and the set-up and preparation of ICT and Performing Arts resources around the School.
- Work with the Music, Performing Arts and Media departments to manage and operate Performing Arts resources.
- Ensure that ICT filtering and monitoring systems are working correctly and monitor as directed.
- Ensure that all work is carried out in accordance with the School's safeguarding policies and procedures.
- Report any detected breach of the School's ICT Acceptable Use policies to the ICT Service Team Leader.
- Work with relevant colleagues to address any detected breaches of the School's ICT Acceptable Use policies.
- Develop, document, implement and maintain procedures and associated training plans for the infrastructure.
- Project manage assigned projects, this can include "one school" projects or the local aspect of "multi-school" projects, ensuring that they remain within budget and on time.
- Provide resource to projects being managed by colleagues.
- Proactively keep abreast of new and emerging technological developments.
- Be a professional role model, and understand and promote the aims of the School and the values of the Trust.

Special conditions of employment
<p>Rehabilitation of Offenders Act 1974</p> <p>This job is exempt under the Exceptions Orders to the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant cautions, convictions, bindover orders and warnings being considered.</p> <p>If the jobholder is arrested, summonsed for an offence or receives a conviction a bindover order or a warning given by a police force, they are required to inform the Headteacher of this fact immediately. Such information will be treated in confidence, so far as this is consistent with the safety of children, compliance with statutory child protection procedures and the School's relevant policies. Failure to disclose such information may result in disciplinary action which could lead to the termination of the jobholder's employment.</p>
<p>Health and Safety</p> <p>The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or failure to act. Full guidance regarding health and safety is set out in the School's Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via</p>

the jobholder's line manager, and the jobholder is required to comply with these and to use any protective clothing or equipment as instructed at all times.

Confidentiality and Data Protection

The jobholder is expected to comply with the provisions of the Data Protection Act 1998. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the School's Data Protection Policy. Nothing shall prevent the jobholder from disclosing information that they are entitled to disclose under the Public Interest Disclosure Act 1998 as amended, provided that the disclosure is made in accordance with the provisions of that Act/s.

Equality and Diversity

The School and the Trust are committed to equality and value diversity. As such the School and the Trust are committed to fulfilling their Equality Duty obligations and expect all employees to share this commitment. The Duty requires the School and Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. The jobholder is required to treat all people they come into contact with, with dignity and respect, and is entitled to expect this in return.

Training and Development

The School has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their continuous professional development, and to attend and participate in any training or development activities required to assist them in fulfilling their role and meeting their safeguarding and general obligations.

This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place.

This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.

Job description reviewed by: Olan Adeyemi, ICT Director

Date: March 2023